

1-800-BetsOff Help Line

Monthly Activity Report

September 2016

<u>Activity</u>	<u>#</u>	<u>Ave length</u>
Hotline Calls	442	2 min
Live Chat	13	9 min

<u>Day of Week</u>	<u>Hotline</u>		<u>Live Chat</u>	
Monday	69	16%	1	8%
Tuesday	68	15%	0	0%
Wednesday	57	13%	2	15%
Thursday	79	18%	2	15%
Friday	77	17%	2	15%
Saturday	43	10%	1	8%
Sunday	49	11%	5	38%

<u>Time of Day:</u>	<u>Hotline</u>		<u>Live Chat</u>	
Midnight - 8 a.m.	28	6%	0	0%
8 a.m. - Noon	130	29%	2	15%
Noon - 4 p.m.	130	29%	7	54%
4 p.m. - 8 p.m.	104	24%	1	8%
8 p.m. - Midnight	50	11%	3	23%

Primary Reason for call	Total Calls		Iowa		Out of State and Unknown		Live Chat	
	Hotline							
Casino banning	54	12%	11	2%	43	10%	1	8%
Gambler's Anonymous info	3	1%	0	0%	3	1%	0	0%
Need local # for treatment center	0	0%	0	0%	0	0%	1	8%
Other gambling related issue/?	0	0%	0	0%	0	0%	0	0%
Treatment inquiry for self	75	17%	34	8%	41	9%	5	38%
Treatment inquiry for other	21	5%	10	2%	11	2%	2	15%
*Sub-Total	153	35%	55	12%	98	22%	9	69%
Information about line	5	1%	2	0%	3	1%	1	8%
Media/Press	0	0%	0	0%	0	0%	0	0%
Casino info/buffet, etc.	129	29%	36	8%	93	21%	0	0%
Lottery issue/question	39	9%	19	4%	20	5%	0	0%
Other (wrong #, hang up, prank, etc.)	116	26%	25	6%	91	21%	3	23%
Sub-Total	289	65%	82	19%	207	47%	4	31%
GRAND TOTAL	442	100%	137	31%	305	69%	13	100%

Call Outcomes	Total		Iowa		Out of State and Unknown			
	Hotline						Live Chat	
Instructed to contact casino	131	29%	36	11%	95	29%	0	0%
Provided gambling assistance/counseling	13	3%	7	2%	6	2%	3	23%
Referred to IDPH/Website	2	0%	2	1%	0	0%	1	8%
Referred to Lottery	39	9%	19	6%	20	6%	0	0%
Referred to national #/out of state source	88	20%	0	0%	88	27%	2	15%
Referred to treatment provider	40	9%	39	12%	1	0%	2	15%
Supplied requested info	16	4%	10	3%	6	2%	1	8%
Sub Total	329	73%	113	25%	216	48%	9	69%
Unable to assist	0	0%	0	0%	0	0%	0	0%
Other (wrong #, hang up, prank, etc)	121	27%	26	6%	95	21%	4	31%
Sub Total	121	27%	26	6%	95	21%	4	31%
GRAND TOTAL	450	100%	139	31%	311	69%	13	100%

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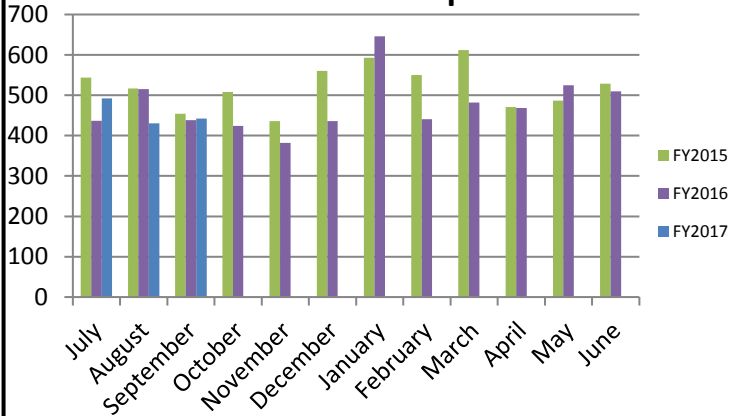
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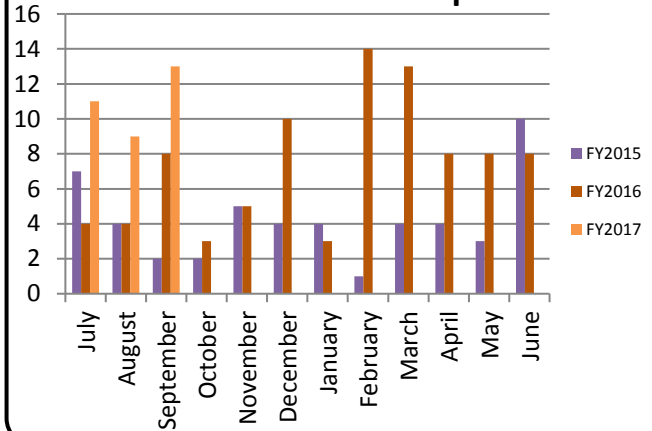
Agency detailed information

	Total Referrals			Warm Hand Off		
	Hot Line #	Live Chat #	Total	Attempted	Success	%
ADDS of Southeast Iowa	3	0	3	3	3	100%
Pathways	3	0	3	2	2	0%
Prelude	11	0	11	11	11	100%
Problem Gambling Recovery Services	1	0	1	1	1	0%
Community & Family Resources	3	0	3	3	2	67%
Family Services	3	0	3	3	2	67%
Jackson Recovery Center	6	0	6	5	3	60%
Compass Pointe	3	0	3	3	3	100%
Substance Abuse Services	5	2	7	5	5	100%
Prairie Ridge Treatment Center	2	0	2	2	1	50%
TOTAL	40	2	42	38	33	87%

Hotline SFY Comparison



Live Chat SFY Comparison



Where did you hear about hotline

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	April	May	June	Total
Not applicable	170	120	107										397
Billboard	8	4	4										16
Casino	223	228	233										684
Lottery	47	37	41										125
Radio	1	2	2										5
Refused to	0	0	2										2
TV	4	3	4										11
Website - Bets Off	25	24	42										91
Website - Other	0	1	3										4
Other	21	11	17										49